

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	September 13, 2010
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; DonnaKay Davis; Donald Gonzales; Geneyeve Morgan; Janet Fleishman; Jeff Kohn; Jessica Wilkins; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Leah Carroll; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor; Michelle Rittel; Monika Johnson; Norma Cano; Rashied Jibri; Rebecca Hall; Sandra Chang-Ptasinski; Seth Meyers; Susan Crimin; Terra Mulcahy; Vandana Joshi		
WebEx Participants	Julie Valdez; Kari Thompson; Kimberly Floyde; Naga Kasarabada		
Excused Members	Susanne Birman		
Absent Members	Albert Thompson; Erica Melbourne; Leslie Shrager; Nina Johnson; Norma Fritsche; Robert Levine; Sylvia Guerrero; Yvette Willock		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	C. Eisen
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

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SA QIC Liaison Reports	SA 1: Contract Providers are requesting a Field Safety training.	Next meeting October 5, 2010. V. Joshi will present on Geo-Mapping and Service Area specific data. Ms. Drinan requested that JoEllen submit a written request for Field Safety Training.	S. Crimin
	SA 2: Adult: Sandy Escobar from Didi Hirsch will be presenting on PDSA, what it is, the challenge, and using this QI tool. The new QI Handbook will be discussed as well.	Next meeting September 16, 2010. A Recovery Documentation training as well as Assessment are scheduled for next meeting.	K. Salvaggio
	SA 2: Children: V. Joshi will present on Geo-Mapping and Service Area specific data. We are combining meeting this month only with Adult.	Next meeting September 16, 2010. Jennifer Eberle will present on Assessment training.	M. Rittel
	SA 3: Dark in August.	Next Meeting September 15, 2010.	S. Meyers
	SA 4: Dark in August. Discussion on which staff should attend the Geo-Mapping presentation – feedback given that most staff can use this information, esp. direct providers making referrals. Examples shared from SA 2: <ul style="list-style-type: none"> • A Peer Advocate attended the presentation and then provided a Skill Building Group at a Wellness Center for clients to access resources – very positive feed back given. • Plans to take the presentation to a Client Coalition Meeting this month. • EAD staff plan to be trained and present info to NAMI on how to utilize the Provider Directory./Geo-mapping. V. Joshi discussed requests for EBP's to be included in the directory – may be available next couple of months – Data Unit is updating the directory in steps with all SA's information updated at the same time.	Next meeting September 21, 2010. V. Joshi will present on Geo-Mapping and Service Area specific data.	A. Bray

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SA QIC Liaison Reports cont.	SA 5: No new information – dark.	Next Meeting September 14, 2010. V. Joshi will present on Geo-Mapping and Service Area specific data. Differences between QI/QA discussion is postpone for next meeting.	M. Johnson
	SA 6: Continue with documentation sharing. Also, S. Day from Auditor Controller Office presented on Common Audit Findings. She provided a useful handout. Contract providers are advised to review information posted on the Audit Controller's website to locate SA specific findings prior to attending the Auditor Controller's presentation.	Next meeting September 15, 2010. Assessment Training is scheduled for October 5, 2010. Handout on Common Findings requested to be sent to QI and will be forwarded to all QIC members.	K. Spears
	SA 7: Dark in August.	Next meeting September 21, 2010.	L. Ayala
	SA 8: September 15, 2010, V. Joshi will present on Geo-Mapping and Service Area specific data.	J. Eberle will present on Assessment Training on October 20, 2010.	J. Fleishman
Countywide Children's	Paul McIver presented on TBS and the Transformation Processes. Also Mary Silvestrini presented on PEI, and go over Questions and Answers. Discussion/suggestion: DVD's available on COD Assessment Training. Copies can be loaned to staff. Informal education events are proving to be valuable in integrating COD content into the Assessment Training.	Next meeting November 18, 2010. Meeting to be held at 695 S, Vermont Ave., 7 th Floor Room 713. J. Eberle's Assessment Training rescheduled to 11/18/10.	T. Mulcahy

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Patient Rights Office QIC Issues	J. Kohn distributed Annual Beneficiary Grievance/Appeal Report. State Protocol requires QIC monitoring to review the Annual Evaluation & Beneficiary Grievance & Fair Hearings under QI once a year. This was the first report that has analyzed separately inpatient and outpatient data. Great majority of complaints/grievances come from inpatient settings. The overall number of grievances is decreasing annually. PRO believes they are mediating problems with consumers and providers more effectively, thus less formal grievances filed. PRO provide telephone response 7 days/week on an 800 line.	Final completed report is due to the State in October 2010. PRO, QI, CIOB and MHSA staff continue working on the development of an electronic reporting and tracking system that will allow closer documentation of follow-up activities by PRO, including NOA's and other resolution to consumer complaints.	J. Kohn
Clinical Care Report	Medication parameters are currently undergoing revision. Other clinical policies are undergoing review and development and will be presented when completed.		C. Eisen
Risk Management Clinical Incident Notification Form re: (P&P 202.18)	M. O'Donnell distributed the updated Clinical Incident & Notification Form as an attachment to Policy 202.18. The new categories on the report include Service Area and MHSA/Other Special Program in order to have demographic dates for trending. If the medications listed in item 14 are outside of DMH parameters, Item 15 should be marked "yes", and one of 4 boxes referring to examples of this prescribing shall be checked. The categories are regimens that include : A. Two or more atypical antipsychotics, B. Two or more new generation antidepressants, C. A benzodiazepine in a client with a co-occurring substance use disorder, or D., Other. In addition, if the answer to item 15 is "Yes," page 2, Item 22 must also be completed and submitted with page 1.	Psychotropic Medication Parameters are posted on the website under Tools for Clinicians – Practice Parameters. Clinical Incident Notifications Form should not be kept on the File. Aldric Logan (213) 351-7729, is the new security Manager for DMH security guards and contracted security guards.	M. O'Donnell
Cultural Competency Committee	Cultural Competency staff continues to work on finalizing the Cultural Competency Plan. Deadline is November 30, 2010. Cultural Competency Unit and QI Division and Training Division also continue to work closely re: CCP.	Committee members will meet on October 13, 2010. at 1:30 – 3:30 p.m. 695 S. Vermont Ave., 15 th Floor Glass Conference Room.	R. Hall

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SA Geo-mapping Report	Ms. Joshi mentioned that she is going to all SA's to present on Geo-Mapping and Service Area specific data.	EBP's to be incorporated in the provider directory that has already been established – so dients can be referred correctly to EBP providers by next two months.	V. Joshi
APS/EQRO Focus Group Guidelines Revision	They are going to focus on Focus Group Guidelines all in one place.		M. Drinan
Handouts	<ul style="list-style-type: none"> ➤ Annual Beneficiary Grievance/Appeal Report ➤ Clinical Incident Notification Form ➤ Accident/Incidents/Complaints Hyperlinked Reporting Guide & Contact List 		
Announcement	October Meeting is Cancelled due to Holiday.		
Next Meeting	<p>November 8, 2010</p> <p>9:00 a.m. – 10:30 a.m.</p> <p>550 S. Vermont Ave.</p> <p>10th Floor Conference Room</p> <p>Los Angeles, CA 90020</p>		

Respectfully Submitted,

Martha Drinan, RN, MN, APRN